



Example of Desktop Support Analyst Job Description

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Our innovative and growing company is hiring for a desktop support analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for desktop support analyst

- Perform analytical, technical work in the planning, design and installation of desktop PC systems
- Confer with end users (customers) to analyze hardware/software requirements
- Educate customers in the use of desktop PC systems
- Supports specific insurance departments and their individual needs
- A successful candidate will have the necessary customer service skills to work with all levels of our organization
- Setting up laptops and iPads
- Building machines
- Labeling boxers to ship out
- Solid technical skills with Windows O/S, AD
- Provide technical support internal and work from home customers

Qualifications for desktop support analyst

- ACMT, A+, and MTA certifications are desired
- A basic understanding of ITIL principles is desired
- Experience with Microsoft-based operating systems with an emphasis on Windows 7
- Experience with using and troubleshooting Microsoft Outlook issues in a network environment
- A strong knowledge of Apple OS X

